GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1929
ANSWERED ON:09.03.2015
FICTITIOUS BOOKING BY TRAVEL PORTALS
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Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it has come to the notice of the Government that certain airlines and online travel portals are indulging in fictitious booking of seats so as to sell them at higher price;

(b) if so, whether DGCA has taken any action in this regard; and

(c) if so, the details thereof and if not, the reasons therefor?

Answer

Minister of State in the Ministry of CIVIL AVIATION (Dr Mahesh Sharma)

(a): Directorate General of Civil Aviation (DGCA) had received complaints from few domestic airlines in March 2012 that Make My Trip.com, Via.com & Yatra.com are selling certain airline tickets under opaque/bargain fare wherein the the identity of the airline and flight details are not displayed upfront.

(b) & (c) On 28th March, 2012, a Public Notice was issued by DGCA, with regard to opaque/bargain fares directing the airlines to immediately withdraw participation in any such scheme where the complete information about the carrier is not revealed upfront. At present, no scheduled domestic airline is participating in opaque/bargain fares and online travel portals have removed these from their respective websites. DGCA has also issued Civil Aviation Requirements (CAR) Section 3, Series M, Part III on the Computer Reservation System (CRS)/Global Distribution System (GDS), which has the provision that subscriber shall not make fictitious reservations in the CRS/GDS and shall not resort to any abusive ticketing practice.